

Arizona Service Quality Penalty Calculation - 2006

Month	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC
Number of Days	31	28	31	30	31	30	31	31	30	31	30	31

Residence - Business Office Access

Calls in <20 sec	1,280,548	1,305,467	1,502,378	1,344,844	1,617,025	1,707,365						
Calls - Total Offered *	1,917,789	1,612,213	1,870,525	1,632,327	1,867,066	1,904,703						
% in > 20 sec	33.23%	19.03%	19.68%	17.61%	13.39%	10.36%						
% in < 20 sec	66.77%	80.97%	80.32%	82.39%	86.61%	89.64%						
Penalties (Offsets) Per Day	1,000	0	0	0	-2,000	-2,000						
Total Penalties (Offsets) Per Month	31,000	0	0	0	-62,000	-60,000	0	0	0	0	0	0
Total Residence Access Penalties (Offsets) YTD	31,000	31,000	31,000	31,000	-31,000	-91,000						

Business - Business Office Access

Calls in <20 sec	175,855	148,801	162,429	151,115	177,668	180,556						
Calls - Total Offered	220,879	189,548	213,851	180,129	203,761	197,294						
% in > 20 sec	20.38%	21.50%	24.05%	16.11%	12.81%	8.48%						
% in < 20 sec	79.62%	78.50%	75.95%	83.89%	87.19%	91.52%						
Penalties (Offsets) Per Day	0	0	0	0	-2,000	-4,000						
Total Penalties (Offsets) Per Month	0	0	0	0	-62,000	-120,000	0	0	0	0	0	0
Total SBG Access Penalties (Offsets) YTD	0	0	0	0	-62,000	-182,000						

Repair - Business & Residence

Calls in <20 sec	310,910	234,710	250,810	215,266	267,288	301,944						
Calls - Total Offered	383,412	291,296	311,156	266,575	331,922	373,256						
% in > 20 sec	18.91%	19.43%	19.39%	19.25%	19.47%	19.11%						
% in < 20 sec	81.09%	80.57%	80.61%	80.75%	80.53%	80.89%						
Penalties (Offsets) Per Day	0	0	0	0	0	0						
Total Penalties (Offsets) Per Month	0	0	0	0	0	0	0	0	0	0	0	0
Total Repair Access Penalties (Offsets) YTD	0	0	0	0	0	0	0	0	0	0	0	0

Held Orders

Held Orders	2	2	4	4	3	6						
Access Lines **	1,894,947	1,887,947	1,873,403	1,857,096	1,844,797	1,829,598						
% Held Orders of Access Lines	0.0001%	0.0001%	0.0002%	0.0002%	0.0002%	0.0003%						
Penalties (Offsets) Per Day	-4,000	-4,000	-4,000	-4,000	-4,000	-4,000						
Total Penalties (Offsets) Per Month	-124,000	-112,000	-124,000	-120,000	-124,000	-120,000	0	0	0	0	0	0
Total Held Order Penalties (Offsets) YTD	-124,000	-236,000	-360,000	-480,000	-604,000	-724,000						

Out of Service Repair Times

Out of Service < 24 hours	13,800	13,051	17,714	15,088	17,222	20,139						
Total Out of Service	16,364	14,650	23,644	16,344	18,624	22,012						
% Out of Service < 24 hours	84.33%	89.09%	74.92%	92.32%	92.47%	91.49%						
Penalties (Offsets) Per Day	0	-1,000	1,000	-2,000	-2,000	-2,000						
Total Penalties (Offsets) Per Month	0	-28,000	31,000	-60,000	-62,000	-60,000	0	0	0	0	0	0
Total Out of Service Penalties (Offsets) YTD	0	-28,000	3,000	-57,000	-119,000	-179,000						

Total Service Quality Penalties YTD	31,000	31,000	34,000	31,000	0	0	0	0	0	0	0	0
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*Call handling includes 14-state region vs. AZ/NM district

**Retail access lines only